



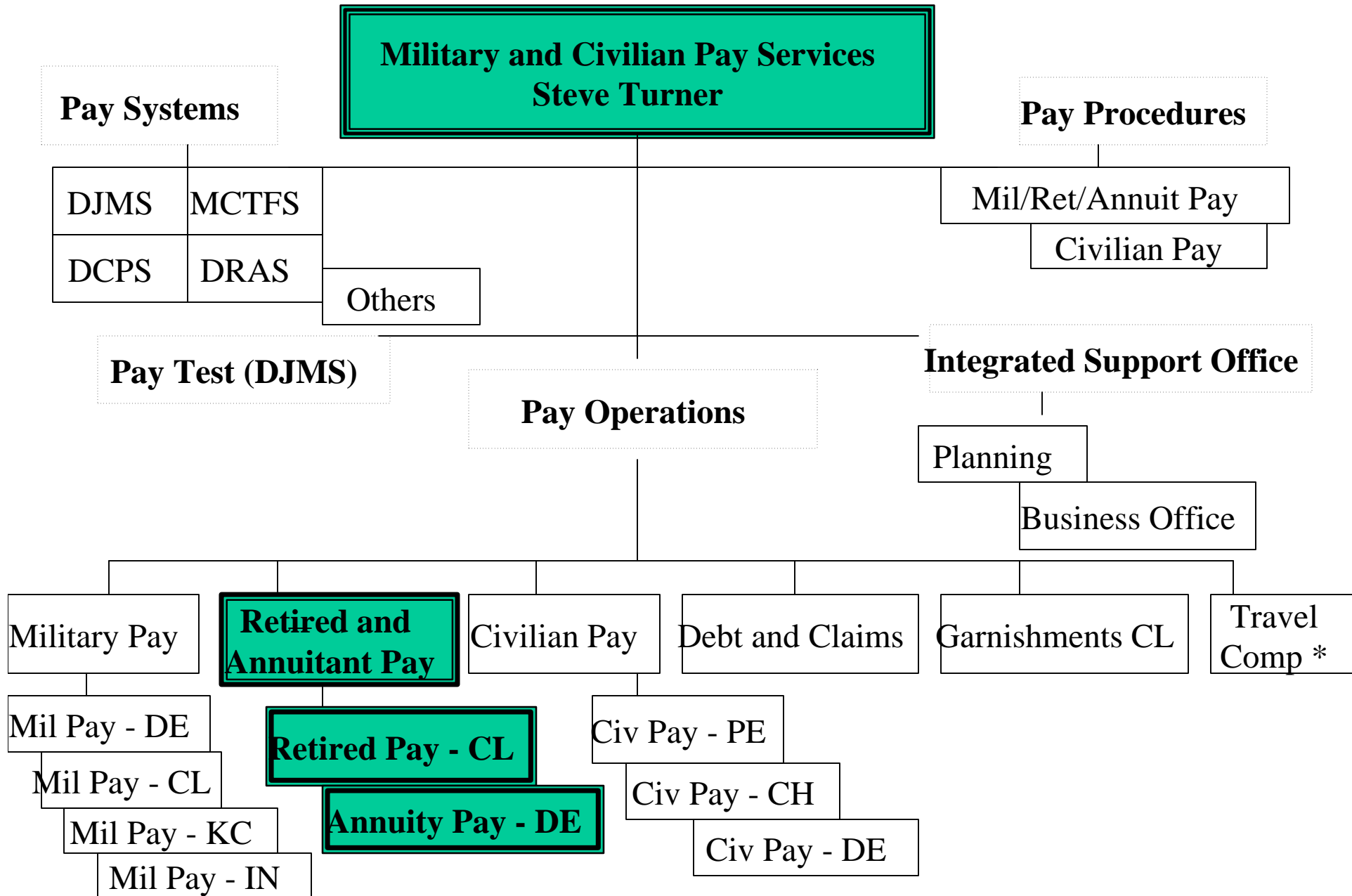
RETIRED AND ANNUITANT PAY OVERVIEW

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Mission

- Provide for the Department of Defense timely and accurate pay service for all retirees and annuitants, with focus on the customer



* Pending Travel Pay Study

Business Profile

- Retired Pay - Cleveland
 - Accounts Maintained
 - August 99 - 1,994,285
 - August 00 - 2,021,765
- Annuitant Pay - Denver
 - Accounts maintained
 - August 99 - 275,666
 - August 00 - 287,123

Performance Requirements

- Performance Measures Indicators (PMI's)
 - Metric used to evaluate performance relative to a specific function deliverable and customer support activity.
 - Product Line PMI's
 - Agency contract PMI's
 - Example: Process accurately in accordance with entitlement information received from each Military Service, at least 98.1% of each Military Service pay entitlement calculations

Legislation

- December 1 retired COLA and SBP cost factor changes
- Proposed FY01 Legislation
 - Exception to High 36 month retired pay computation for members retired following a disciplinary reduction in grade.
 - Reserve Component Survivor Benefit Plan Spousal Consent Requirements
 - Computation of Survivor Benefits
 - Concurrent Receipt of Retired Pay/Annuities under the Survivor Benefit Plan and VA Compensation/DIC
 - Increase in Active Duty Basic Pay Rates